MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 2, 2018 /2019

BTD2824 – TRAINING AND DEVELOPMENT
(Distance Education)

6 MARCH 2019
2:30 p.m. – 4:30 p.m.
(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This question paper consists of **1 page**, excluding this cover page.

2. There are **SIX (6)** essay questions worth **25 marks each**.

3. Please answer **ANY FOUR (4) out of the SIX (6)** questions. The total marks for this exam is **100 marks**.

4. Please write **ALL** your answers in the **ANSWER BOOKLET** provided.

There are 6 essay questions. Each question is worth <u>25 marks</u>.
Answer <u>ANY FOUR</u> out of the 6 questions below.

1. Rapid development of new technology is a major force affecting how companies perform the employee training function. Provide **five (5)** ways that new technology has impacted training.

(25 marks)

2. In assessing employees' training needs, it is important to understand that there are pressure points that suggest the potential need for training. Describe **five (5)** potential pressure points and for each, provide an example for illustration.

(25 marks)

3. The social learning theory is a learning theory that is frequently referred to in designing effective employee learning experiences. Explain the theory and provide **two (2)** examples for illustration.

(25 marks)

4. You are the owner-manager of a beauty salon who had just hired a group of new Beauty Advisors for your salon. Their task is to understand customer needs and suggest relevant beauty procedures. Explain how best you would train them to uphold your salon's service quality. Make references to any **five (5)** training methods discussed in the course to come up with your answer.

(25 marks)

5. In evaluating the effectiveness of training programs, there is the concept of threats to validity. Threats to validity refer to factors that will lead an evaluator to question either the believability of the study results, or the extent to which the evaluation results are generalizable to other groups of trainees and situations. Explain how the following methods in training program design can minimize the threats to validity:

   a) Pre- and post-tests
   b) Use of a comparison group
   c) Random assignment

(25 marks)

6. It is said that job experiences is an important approach for employee development.

   a) Explain why this is so. (15 marks)
   b) What is job enlargement and job rotation, and how do they contribute to job experiences and employee development? (10 marks)

(25 marks)

End of Page